

TENNESSEE REGULATORY AUTHORITY

Sara Kyle, Chairman
Deborah Taylor Tate, Director
Pat Miller, Director
Ron Jones, Director



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2003 MAY 28 PM 1:05
460 James Robertson Parkway
Nashville, Tennessee 37243-0505
T.R.A. DOCKET ROOM

May 28, 2003

Mr. Roy Ferrell
Tennessee-American Water Company
P. O. Box 1906
Charleston, West Virginia 25327

Dear Mr. Ferrell:

In order to more fully review your petition for rate relief (Docket No. 03-00118) it is requested that you provide the following information:

1. Provide a reconciliation of the amortization of the costs of the conversion to a Consolidated Telephone Call Center and a Shared Services Center shown separately on Exhibit MAM-4 and Valentine testimony page 8, lines 19 and 20.

CTC	MAM-4	\$87,262
	Valentine Testimony	\$48,200
SSC	MAM-4	\$35,948
	Valentine Testimony	\$64,400

Explain reasons for these differences.

2. Provide a reconciliation of the savings from the move to a Consolidated Call Center and a Shared Services Center shown on MAM-4 and Miller testimony page 24, line 5 and Miller testimony page 28, line 5.

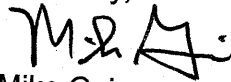
CTC	Miller Testimony	\$744.032
	MAM-4	\$748,642
SSC	Miller Testimony	\$573,842
	MAM-4	\$636,303

Explain reasons for these differences.

Roy Ferrell
May 28, 2003
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Please provide the answers to us by June 6, 2003. If you have any questions, please do not hesitate to call me at 615-741-2904, ext 220.

Sincerely,



Mike Gaines
Chief, Energy and Water Division

cc: T.G. Pappas, Representing Tennessee-American Water Company
Vance Broemel, Consumer Advocate Division
David C. Higney, Representing the Chattanooga Manufacturers Association
Henry M. Walker, Representing the Chattanooga Manufacturers Association
Michael A. McMahan, Representing the City of Chattanooga